

Current Tenant FAQ

When is rent due?

Rent is due the 1st of the month. Eastmore provides tenants with a grace period through the 3rd. Any rent collected after the 3rd of the month is considered late, and the tenant will be issued a \$50 late fee.

What are options for paying rent?

You can choose from three ways to pay your rent:

You can pay online through our tenant portal, via eCheck, debit or credit card.

eCheck (Free) – Enter your routing and account number to pay rent directly from your checking or savings account.

Credit/Debit Card – Charge your rent to your credit or debit card; earn points or pay over time. Please note, a convenience fee will be assessed based on the amount of your rent and is displayed on your portal.

You can pay in person, or mail your payment to: Eastmore Real Estate, 3287 N. Oakland Ave., Milwaukee, WI 53211.

Please only submit payments via check, money order or cashier's check.

If submitting a check or money order payment outside of business hours, please use our front door slot, for a secure drop off.

Additionally, where available, there is an **Electronic Cash Payment** option.

Contact our office for your personalized payslip, then check to find a participating 7-Eleven or Ace Cash Express location on this site:

<http://paynearme.com/en/payment-locations/> .

Pay up to \$1,500 in cash for a \$3.99 transaction fee.

What parking options does Eastmore offer?

There are various parking options to choose from, depending on the apartment location. Contact us at (414) 961-1822 for more information.

Are pets allowed at my building?

Eastmore Real Estate has a strict no pet policy at most buildings. In some cases, we have made exceptions. For our pet policy, please visit the following location from the home page on our website: Tenants > Forms > Pet Policy. For information about specific building policies, you may also contact us at (414)-961-1822.

How do I resolve a problem with my Eastmore provided internet and Cable?

- Call their customer service line: (844)-725-4323 and follow instructions below.
- Inform the cable and internet provider you are BULK customers and live in a building where internet and cable are included in every unit in the building.
 - They are going to try to ask you for an account number. Let them know that there is no account number because it's included by your landlord
- Ask to speak with a Tier 3 rep. They are better equipped to understand our type of account.
 - Provide them with your address and unit number
 - They may also want to have the Modem Mac ID number listed on your modem or DTR serial number (it starts with the letter "C").

How do I upgrade my Eastmore provided Internet and Cable?

To upgrade from our offered bulk service, please contact our cable and internet provided at (844)-725-4323. Depending upon the package, you are responsible for paying the difference between the offered services and the upgrade.

What is a 5-Day Notice?

A five-day notice from Eastmore serves warning of lease violations that must be corrected within five days in order to avoid consequences, possibly including eviction. Multiple 5-day notices may also possibly lead to eviction.

Typical reasons for issuing five-day notices include noise complaints, unpaid rent, unauthorized guests, and reports of having an unauthorized pet. If you receive a five-day notice, you may contact our office at (414) 961-1822 to resolve the situation.

When can a storm window be opened?

During the heating season, storm windows must remain closed in order to conserve resources and ensure even heating of the building. The heating season typically begins in October and continues through May. You will receive notices informing you of the last day that storm windows can be open and the first day storm windows can be re-opened.

What do I do if I want to change a roommate(s)?

To change roommates, all current parties of the lease must submit a request in writing. In addition, the new roommate must submit a rental application with a \$20 application fee. If approved, a new lease will be created. If you wish to remove a party from the lease without adding an additional party, a request must be submitted by all current parties/residents in writing. A decision regarding the existing security deposit must also be discussed with Eastmore. Request forms are available at the home office. If approved by the office, a new lease will be drawn up for the remaining resident(s).

How much notice is required if I'm not renewing my lease?

One Year Lease:

We must receive a formal 60-day (two full calendar months) notice prior to your expiration date and no later than the first of the month. For example, if your lease expires June 30th, we should be informed no later than May 1st. Otherwise, you will automatically be given a month-to-month lease at the month-to-month rate indicated on your lease-renewal letter.

Month-to-Month Lease:

Our office must receive a formal 60-day (two full calendar months) notice prior to your month-to-month lease expiring, and must be received no later than the first of the month. For example, if you would like to end your lease at the end of June, we should be informed no later than May 1st. Otherwise, you will automatically be liable for two full calendar months from the date that your notice was submitted. Please note that all month-to-month leases are subjected to a "No Winter Move Out" agreement, that tenants will not move out during the months of October 1st through the last day of February in any given year.

Getting Out of Your Lease Early:

If you'd like to move prior to your lease expiration, you may submit this in writing; but it will be considered an improper notice and you will remain liable for the rent through the end of your lease, unless your apartment is re-rented prior.

Once a new renter is found and a new lease is signed, you will no longer be financially responsible for your apartment as of the new lease start date. If we are unable to find a new renter, you will remain liable through the end of your lease term. If for an example you say your unit is available 8/1 and we don't find anyone, we will begin searching for a new renter the following month (and so on and so forth).

There are small reimbursement costs associated with re-renting a unit prior to the end of a lease term. These typically (but not always) range from \$35 - \$135 and come out of your security deposit. The costs incurred are those for such things as: admin time for background checks and creating a new lease, advertising time/costs and time taken to show your apartment.

What do I do in case of a building emergency?

For emergencies, please call our office immediately at (414)-961-1822. Emergencies include flood, fire, constantly running toilet, and an overflowing sink.

If your building has fuses, please note tenants are responsible for changing their own fuses. As a result, this will not be considered an emergency request. If you have trouble with this process, you may submit a non-emergency request or reach out to your on-site manager for assistance.

How do I submit a non-emergency maintenance request?

When submitting a non-emergency maintenance request, please be as specific as possible. Include your name, address, phone number, and any details you can provide about the issue at hand. You may submit a non-emergency maintenance request in the following ways:

1. Submit the maintenance request on our website.
2. Contact our office directly at (414)-961-1822.
3. E-mail us at workorders@eastmore.com